

## Release note for EPOS add-in for NICE inContact, v. 1.0.0.121 (Windows only)

**Release Date:** 28-05-2021

**Version:** 1.0.0.121

### Features:

- Call Control features with EPOS headsets and speakerphones;
- Presence recognition with EPOS USB Busylight (in a call/red, incoming call/red flashing with ringtone).

### Changes and bug fixes:

- None.

### Known Issues:

1. In a two calls scenario, the active call can only be ended from the the softphone UI and not by using the EPOS headset or speakerphone button;
2. In a two calls scenario, the end user cannot switch from a call to another by using the EPOS headset or speakerphone button;
3. In a call on "Hold" status, the mute function with EPOS headset or speakerphone is not synchronized with the softphone UI.